CLAIMS

I Claim:

1) A modular system architecture for a process stream, the process stream having means operatively disposed therein for communicating with at least one computer or database engaged in management of workload distribution, the management of workload distribution generating historical work transactional data, comprising:

    a) a Data Import Module receiving the generated work transactional data;

    b) said Data Import Module transforming the generated work transactional data into at least one Workload Volume;

    c) a Forecast Module in communication with said Data Import Module, said Forecast Module transforming said Workload Volume into a Forecast Transaction;

    d) a Staffing Requirements Module in communication with said Forecast Module, said Staffing Requirements Module transforming said Forecast Transaction into at least one Staffing Requirements;

    e) a Scheduling Module in communication with said Staffing Requirements Module, said Scheduling Module transforming Staffing Requirements into a selected Schedule;

whereby the process stream providing said selected Schedule of workload distribution via the transformed Staffing.

22

2) The modular system architecture for a process stream of Claim 1, wherein said Data Import Model receiving historical work transactional data.

3) The modular system architecture for a process stream of Claim 2, wherein said Data Import Model receiving queued work transactional data.

4) The modular system architecture for a process stream of Claim 3, wherein said Workload Volume is an actual historical Workload Volume.

5) The modular system architecture for a process stream of Claim 4, wherein said Workload Volume is a special events Workload Volume.

6) The modular system architecture for a process stream of Claim 5, wherein said Data Import Module transforming the generated work transactional data into at least one Workload Volume via a Selected Conditions Calendar function.

7) The modular system architecture for a process stream of Claim 6, wherein said Selected Conditions Calendar function parses said Workload Volume into selected groups representing specific types of data.

8) The modular system architecture for a process stream of Claim 7, wherein said groups representing specific types of data are Daily Value, Time Series Value and Consolidated Value.

9) The modular system architecture for a process stream of Claim 8, wherein said Forecast Module transforming said Workload Volume via a Search Algorithm function.

23

10) The modular system architecture for a process stream of Claim 9, wherein said Search Algorithm function receiving selected conditions defining a search criteria, said Search Algorithm resolving the transformation of said Workload Volume via said search criteria.

5 11) The modular system architecture for a process stream of Claim 10, wherein said Forecast Transaction is a Forecasted Workload Volume derived from actual historical transactional data.

12) The modular system architecture for a process stream of Claim 11, wherein said Forecast Transaction is a Forecasted Workload Volume derived from queued

10 historical transactional data.

13) The modular system architecture for a process stream of Claim 12, wherein said Forecast Transaction is a Forecasted Workload Volume derived from a Selected Scenario function, said Selected Scenario function is derivable from actual historical transactional data.

15 14) The modular system architecture for a process stream of Claim 13, wherein said Forecast Transaction is a Forecasted Workload Volume derived from a Selected Scenario function, said Selected Scenario function is derivable from selected special conditions.

15) The modular system architecture for a process stream of Claim 14, wherein said

20 Staffing Requirements is derivable from selected Staffing Guides.

24

16)   The modular system architecture for a process stream of Claim 1, further comprising:

    f)   a Staffing Requirements Costing Module in communication with said Staffing Requirements Module, said Staffing Requirements Costing Module having a plurality of operational tools to determine the workload cost of said selected Schedule; and

    g)   said Staffing Requirements Costing Module's tools selected from a group consisting of Estimating Cost Of A Schedule, Cost Calculation Options, View Schedule Cost and View Workload Cost.

17)   The modular system architecture for a process stream of Claim 1, further comprising:

    h)   a Tool Module in communication with said Scheduling Module, said Tool Module having a plurality of operational tools to generate said selected Schedule; and

    i)   said Tool Module's tools selected from a group consisting of Queue Staffing Calculator, Synchronization Tool, Exporting/ Importing Section tool, Database Setup Tool, Global Setup Tool, and Operations Tool.

18) A modular system architecture for a process stream, the process stream having means operatively disposed therein for communicating with at least one computer or database engaged in management of workload distribution, comprising:

    b)   a Forecast Module in communication with the database, said Forecast Module importing a selected Actual Historical Workload Volume from the database;

    c)   said Forecast Module having data structures transforming said received Actual Historical Workload Volume into a Projected Workload Volume via a selected Scenario;

    d)   a Staffing Requirements Module in communication with said Forecast Module, said Staffing Requirements Module transforming said Projected Workload Volume into at least one Staffing Requirements;

    e)   a Scheduling Module in communication with said Staffing Requirements Module, said Scheduling Module transforming Staffing Requirements into a selected Schedule;

whereby the process stream providing said selected Schedule of workload distribution derived from said Projected Workload Volume.

19) The modular system architecture for a process stream of Claim 18, wherein said Scenario derived from selected operation characteristics of the process stream.

20) The modular system architecture for a process stream of Claim 19, wherein said operation characteristics of the process stream are selected from a list consisting of attributes of special events, financial, environmental, political, managerial, labor force, management of the labor force, availability of the labor force, and

5   scheduling of the labor force.

21) A modular system architecture for a process stream, the process stream having means operatively disposed therein for communicating with at least one computer or database engaged in management of workload distribution, comprising:

    a) a Forecast Module in communication with the database, said Forecast Module importing a selected Special Events Workload Volume from the database;

    b) said Forecast Module having data structures transforming said received Special Events Workload Volume into a Projected Workload Volume via a selected Scenario;

    c) a Staffing Requirements Module in communication with said Forecast Module, said Staffing Requirements Module transforming said Projected Workload Volume into at least one Staffing Requirements;

    d) a Scheduling Module in communication with said Staffing Requirements Module, said Scheduling Module transforming Staffing Requirements into a selected Schedule;

whereby the process stream providing said selected Schedule of workload distribution derived from said Projected Workload Volume.

22) The modular system architecture for a process stream of Claim 21, wherein said Scenario derived from selected special events of the process stream.

23)   The modular system architecture for a process stream of Claim 22, wherein said special events of the process stream are calendar driven.

24)   The modular system architecture for a process stream of Claim 23, wherein said special events of the process stream are periodic relative a calendar.